**BABATUNDE ADEKUNLE**

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**OBJECTIVES:**

Highly motivated goal driven Healthcare IT- Analyst with a strong knowledge of Cerner, Epic and Allscripts EMR application with 4 years’ experience in software implementation, training and providing ‘At The elbow support’ for clinical staffs in various hospital department for improving patient care.

* Proficient in Epic Ambulatory, In-patient ClinDoc, Cadence, ASAP, ADT Willow and Radiant.
* Credential Trainer in epic in-patient ClinDoc & Ambulatory
* Help in Epic system application configuration
* Strong Knowledgeable of Front and Backend workflow
* Workflow analysis
* Involved in implementing requested changes to Epic system
* Involved in build decisions based on end user preference
* Troubleshoot system error and other Cerner software related issues

**Epic Go Live Support - Cadence/Prelude**

**Highland Hospital - Oakland, CA**

**Oct 2019-Nov 2019**

* *Assist the Front Desk with appointment scheduling*
* *Provide at-the-elbow (ATE) support to nurses and providers.*
* *Proactively troubleshoot work-flow issues and report any technical issues to command center*
* *Assist the Clinicians to set up and use Smart set, SmartText, Smart Link and Preference Lists*
* *Educate and assist Clinicians on how to document encounters, manage their In-basket, orders, and preference list*

**Cerner Go Live Consultant**

**McLeod Regional Medical Center - Florence, SC**

**09/2019-09/2019**

**SurgiNet/Anesthesia**

* Reviewed and corrected technical glitches in the software
* Streamlined information of Cerner Millennium EMR implementation
* Supported staff member assisting clinical staff and providers in SurgiNet on   
  documenting treatment and diagnosis of preoperative and postoperative processes
* Worked with nursing and anesthesia staff in the Main OR
* Development of Preference Cards and to help train staff how to build Preference cards.
* Support for the creation of the Anesthesia documentation
* Support and training for Surgical Scheduling staff and Surgical Nursing staff how to schedule after hours procedures

**Epic Go Live Consultant**

**PSJH SWEDISH - Seattle, WA**

**06/2019-06/2019**

**Clindoc/Orders**

* Provide elbow to elbow support for Epic Go Live Inpatient, Ambulatory and Cadence implementation.
* Assisted Nurses on Medical Specialty unit for Epic 2018 upgrade.
* Assisted with Cadence/ Prelude / Referral support for Pacific medical center.
* Created tickets and followed through till resolution when issues arose
* Supported physicians in the use of SmartPhrases/Texts, Note templates, InBasket navigation, chart review and general guidance through documentation during patient visits.
* Supported nurses on how to properly admit and discharge a patient. Along with navigating efficiently through Trauma, Stroke and Code narrators.

**Cerner Trainer/ Go Live Consultant**

**Frye Medical Center - Hickory, NC**

**04/2019-04/2019**

**PowerChart, PowerNote, CPOE**

* Assisted nurses with using Depart, Reviewing MD orders, entering results, Ad Hoc charting, task, follow up, and documenting patient Meds by History.
* Assisted clinicians on how to navigate care compass Cerner Powerchart, place power plan orders, and document on Power notes.
* Educated and assisted the clinicians on how to manage their Inbox folders, create patient list, and assign task, Medication Reconciliation, admissions reconciliation, Dynamic Documentation, discharge process, ePrecribe, I-view, and troubleshooting when needed.
* Facilitated between the command center and end-users on system updates, improvements and issues

**AllScripts Revenue Cycle Management Consultant**

**Hendrick Health System, Abilene – TX**

**April 2019**

* Assisted in value-based care and billing regulations.
* Assisted in patient account management and monitoring which includes rebilling, collection activity, payment history, reimbursement history etc.
* Assisted in the understanding of data analysis
* Assisted in automation of tasks
* Assisted in account reporting
* Assisted in setting the user defined rules
* Assisted in the understanding of cash flows and income

**Epic Go Live Support - Cadence/Prelude**

**Advocate Health Care - Chicago, IL**

**Mar 2019 - Feb 2019**

* Provide elbow support for end user to register patients, scheduling appointments, canceling appointments, creating telephone encounters, handling and responding to in-Basket messages, and closing cash drawer.
* *Participated in training Front desk staffs on how to navigate through Hyperspace.*
* *Assisting end users in creating their Preference lists and assisting in developing standardized workflow as well as.*
* *Trained front desk on how to collect Documentation, Demographics information, PCP information, MAR, and using Queries to complete referrals.*
* *Trained end users on how to make an appointment and register a new patient and provided training to front desk on how to merge two guarantors account.*

**Allscripts Practice Management Consultant**

**Zempleo**

**December 2018 to March 2019**

* *Analyzed Health Insurance denials for the following Markets: Iowa, Kentucky, Tennessee, Nebraska, and Kansas.*
* *Provided application solutions for Markets denials analysis.*
* *Possess knowledge of assigned application technology.*
* *Work with Business Analyst to understand the customer's product-specific requirements.*
* *Ensure programs meet application specifications and requirements.*
* *Maintain application documentation based on standard operating procedures in support of the assigned task*

***AllScripts Practice Management Consultant***

***St Anthony Hospital, Chicago – IL***

***December 2018***

* *Assisted in Registration and Scheduling*
* *Assisted in effective management of Walk-ins, cancelation and recurring appointments*
* *Assisted in patient account management and monitoring which includes rebilling, collection activity, payment history, reimbursement history etc*
* *Assisted in the understanding of the digital dashboard*
* *Assisted in tracking of current account receivables (A/R)*
* *Assisted in setting the user defined rules*
* *Assisted in account reporting*

**Allscripts & Cerner EHR/Practice Management Implementation Consultant**

**Texas Pain & Spine Clinic, Houston, TX**

**August 2018 to October 2018**

* EHR & Practice Management Support Specialist
* Worked closely with Administration and CMS to identify attainable MIPS measures for organization.
* Tier 1 & Tier 2 tech support.
* Enforced and encourage attestation of measures with clinical staff during regular visits, periodic status reports, emails and phone calls.
* Performed clinical auditing and assessment in order to ensure proper clinical documentation.
* Reported weekly on progress of individual providers and clinics and any previously identified issues they might be having with meeting determined measures.
* Managed Care/PPO/HMO, Medicare/Medicaid insurance and Collection Strategies.
* Cross mapped ICD-9 to ICD-IO in Electronic Health Records.
* Explanation of Benefits (EOB).
* CPT/HCPCS coding.
* Handles refund/overpayment to determine applicability and accuracy ERA.
* Utilizes IDX, Allscripts Practice Management, Touchworks E H R, Soarian, Invision and PPMS reports to analyzed and evaluate billing/collection issues.

**Ambulatory Consultant/Activation Support**

**ATLANTIC HEALTH, ATLANTIC CITY, NJ.**

**June 2018**

* *Trained and Provide expert at the elbow support to clinical healthcare end-users and healthcare providers in an acute care or ambulatory setting.*
* *Provided the first level of support in answering questions and facilitating issues to be logged.*
* *Communicate with end-users for problem resolution*
* *Demonstrate customer service skills regarding responsiveness to customer requests for support assistance, whether troubleshooting or problem solving.*
* *Supported physicians on the use of dragon and its commands*

***Epic Go Live Support-* ClinDoc/Grand Central**

**UNIVERSITY OF PITTSBURG MEDICAL CENTER, PA**

**April 2018**

* Supporting ClinDoc and Grand Central.
* Providing elbow to elbow support.
* Providing support on admitting and registration to end user.
* Providing assistance for all end user on checking patient profile.
* Assisting Physicians in ER using ASAP when needed.
* *ED Narrator, Doc Flowsheet use, MAR documentation, etc.*

***Epic Go Live Support***

**ARDENT HEALTH HILCREST MEDICAL CENTER, TULSA, OK**

**Clindoc/Cpoe /Ambulatory**

**March 2018**

* Assisted nurses on how to use smart links to retrieve patient data, assisted end users on how to perform tasks and complete Documentation in a patient's chart, provided elbow support to Clinicians during Go-Live
* Support clinicians effectively to navigate through their clinical workflow in hyperspace.
* Assisted the clinicians to set up and utilize Smart-tools (Smart-texts, Smart-phrases, Smart lists, etc.)
* Encouraged Clinicians to create their own Smart-Phrases and Preference list.
* Provided elbow support by teaching clinicians how to properly document encounters, use their In basket, manage orders, utilize My-Chart and preference list.
* Supported physicians on CPOE, manage patients, medication reconciliation, reviewing notes and orders, placing orders in Order Entry, using the Rounding, Admission, Discharging and other Navigators

**Cerner Go Live/Activation Support**

**Norwalk Hospital, Norwalk, CT**

**02/2018-03-2018**

**Powerchart, CPOE**

* Assisted nurses with using Depart, Reviewing MD orders, entering results, Ad Hoc charting, task, follow up, and documenting patient Meds by History.
* Assisted clinicians on how to navigate care compass Cerner Powerchart, place power plan orders, and document on Power notes.
* Educated and assisted the clinicians on how to manage their Inbox folders, create patient list, and assign task, Medication Reconciliation, admissions reconciliation, Dynamic Documentation, discharge process, ePrecribe, I-view, and troubleshooting when needed.
* Facilitated between the command center and end-users on system updates, improvements and issues.
* Assisted nurses with treatment plans and creating care plans.
* Assisted nurses in admission and discharge process, plan of care and order review process.
* Identified and reported workflow and/or system configuration improvements.

***Epic Go Live Support -* Clindoc/Cpoe**

**LAHEY HEALTH WINCHESTER, BOSTON, MA**

**February 2018**

* Assisted front desk in scheduling, re-scheduling and registering patients when needed
* Assisted physicians Smart List and Smart Phrase and sign the notes, Assisted the front office with appointment scheduling
* Assisted the physician for day surgery case request, prep for case and document the procedure using smart sets, help nurses on how to write and route messages to other nurses using pool in the in basket
* Supported clinicians to navigate through their clinical workflow in the Hyperspace, and Customized tool bar, table of content and activity bar for quick access
* Assisted clinical staff on how to place orders modified and create preference list, provided end-user support on In Basket management and in basket pool assignments

**Epic Go Live Support - Orders/ClinDoc**

**SELF REGIONAL HOSPITAL, GREENWOOD, SC**

**Jan 2018- Feb 2018**

* Trained physicians how to maneuver through system, and provided documentation for short cuts
* Trained physicians on order sets, discharging of patients
* Provided elbow to elbow support in ClinDoc to Physicians and Nurses.
* Assisted Nurses with navigating through the nursing narrator, and entering medications into the MRA.
* Responsible for assisting clinical staff with system upgrade. The upgrade is a more friendly way of using ClinDoc for documenting patient information.
* Supported Grand Central (ADT) when needed for Go-Live Activation.
* Assisted Nurses and Physicians with ASAP, ClinDoc for all Inpatient orders and needs.

***Epic Go Live Support-* OPTIME/ANESTHESIA**

**ARKANSAS CHILDREN HOSPITAL, LITTLE ROCK, AR**

**Oct 2017- Nov 2017**

* *Provided elbow support to end users’ physicians and nurses in the OR department with OpTime using order sets, documenting progress notes, building Smart text and Smart phrases with Smart Tools, setting up preference list, while providing excellent customer service*
* Used preference card to find the list of tools and equipment needed for the procedure and nurses staff involved, and for charges
* Understands and consults on entire venue workflow, including all associated roles and operational/process metrics
* Provides expert domain knowledge, implementation approach, and workflow design within scope

***Epic Go Live Support -* Ambulatory /Cadence**

**REGIONAL HEALTH, RAPID CITY, SD**

**Oct 2017- Nov 2017**

* Assisted nurses with performing patient clinical documentation such as Allergies, Care Plan, Home Med, Vaccine Admin site and dosage, Vital Sign, Medical History, I/O, Immunization Records, IV assessment, Restraint, Vaccine Administration Q Shift MAR, Mar Handoff, Patient Activity, safety and care, teaching assessment and data screen,
* *Assisted clinicians on how to navigate through workflows, creating addendums, medication reconciliation, appropriately use of charting tools, and effective use of In Basket Communicate with end-users for problem resolution*
* Efficiently supported nurses to navigate through their assignment workflow hyperspace.
* Supported and trained front end users on registering patients, customizing their DAR, scheduling appointments, creating guarantor accounts, RTE, assigning coverage, scanning using media manager, and referrals.

***Epic Go Live Support -* Clindon/CPOE**

**TEXAS HEALTH PHYSICIAN GROUP, DALLAS, TX**

**Sept 2017- Oct 2017**-

* Assisted the clinicians to set up and utilize Smart-tools (Smart-texts, Smart-phrases, Smart lists, etc.)
* Encouraged Clinicians to create their own Smart-Phrases and Preference list.
* Monitored and supported end users in resolving issues with navigation, troubleshooting, orders,
* Patient plan care information, efficient Epic Care system usage and other on-site issues.
* *Provided support to the nurses on how to use MAR.*

***Epic Go Live Support -* Clindoc/CPOE**

**LEXINGTON MEDICAL CENTER, COLUMBIA, SC**

**July 2017**

* Assisted the nurses and MA'S on how to administer Immunization and document
* Assisted nurses on how to do their Meds Order
* Assisted the nurses on how to do the in-basket messages and how to forward messages to their pool and also take responsibilities of pool messages
* Assisted the nurses on how to see the patient preferred pharmacy and check the demographic for patient information

***Epic Go Live Support -* Optime/Anesthesia**

**METHODIST HEALTH HOSPITAL, DALLAS TX**

**April 2017- May 2017**

* Troubleshoot glitches and end-user errors in a timely matter to prevent disruption from patient care while exemplifying elbow-to-elbow 1:1 exceptional customer service to all staff members.
* Liaison between the physicians/nurses and the Command Center for system Issues.
* Made implementation of a new electronic medical records system as effortless as possible.
* Trained physicians how to maneuver through system, and provided documentation
* *Optimized Scheduling and Registration workflows.*
* *Supported the front desk office how to schedule/register patient appointment.*
* *Supported physicians with ordering meds, and Dictation of Notes with Dragon.*

***Cerner Go Live-* Cerner Implementations/Surginet Anesthesia**

**MEMORIAL HERMANN-TMC, HOUSTON, TX**

**Mar 2017**

* Supporting anesthesiologist /CRNA during Intra Op, Pre-Op and Post Op phases of care supporting anesthesiologist / CRNA during pre-evaluation of their patients and getting them ready for surgery prior to intra op phase
* Assisted CRNA/anesthesiologist in documenting vital, air flow, making corrections and pulling missing values
* Assisted anesthesiologist /CRNA on adding device, applying macro, adding personnel and completing task using TO DO list during intra op procedure
* *Assisted anesthesiologist / CRNA with suspending their case while transporting patient to PACU*
* *Assisted anesthesiologist/CRNA with finalizing their cases*

**ATE SUPPORT - ClinDoc/CPOE, Beacon**

**PROMEDICA HEALTH SYSTEM, TOLEDO, OH**

**Nov 2016**

* Trained on how to use AUC dosing and training physicians on signing orders on Cycle/Day/order section level
* *Trained and supported end-user on how to effectively modify and outpatient*
* Treatment plan to an Inpatient treatment plan.
* Assisted providers in placing orders, creating notes, order-sets, and ensuring
* Med Rec is done properly, documenting type screen, blood transfusion
* Trained end-user on how to release orders and chart administration of Chemotherapy, as well as related orders planned for patient on treatment day
* Supporting end-user on how to defer, cancel, give external treatment day, and discontinuing treatment support plan

***Epic Go Live Support -* OPTIME/ANESTHESIA**

**ST LUKES HOSPITAL, TWIN FALLS, ID**

**Sept 2016 -Oct 2016**

* Preconfigured documentation procedure by using Macro, using the Quick Event button during anesthesia, supporting with documentation reminders, documenting anesthesia staff and replacement staff, documentation with LDA's and validating backlogged device data
* *Assessed workflow continuity through multiple site visits.*
* Provided elbow/elbow support to end-users to prepare patients for surgery.
* Provided support to RN's with Phase I and Phase II in documentation from Time Out to the Handoff in Anesthesia to RN's in Phase II or PACU with transferring/discharges and meeting
* Supporting Anesthesia Providers with reviewing prior patient information, ATE support with moving through Pre and Pat Navigator to get the orders sets.

**Epic Go Live Support - Optime/Anesthesia**

**SACRED HEALTH HOSPITAL, FLORENCE, OR**

**Sept 2016 – Sept 2016**

* Preconfigured documentation procedure by using Macro, using the Quick Event button during anesthesia, supporting with documentation reminders, documenting anesthesia staff and replacement staff, documentation with LDA's and validating backlogged device data
* Supported the perioperative procedure documentation – Pre-Op, Intra Op and Post Op.
* Floated to emergency department supporting physicians and nurses in ASAP - ED Navigator,
* ED Narrator, Doc Flowsheet use, MAR documentation, etc.
* Troubleshoot end-user issues during Go-Live while escalating high priority issues to Command Center, assisted in ticket triaging, Assisted Surgeons in Pre-op and Pacu

**Epic Go Live Support – Ambulatory/Cadence**

**MERCY HEALTH SYSTEM, AKRON, OH**

**Jun 2016 – Jul 2016**

* Support and assisted physician on how to make dictations in Epic
* Provide and help physician on how to send a letter to a referring physician
* Assisted physician on how to send result through my chart
* Supported physician in documenting a level of service and closing the encounter
* Relayed issues to the command center by calling in issue tickets and closing issues appropriately
* Assisted front desk in Scheduling, Re-scheduling and registering patients when needed

***Epic Go Live Support -* Beacon**

**OUR LADY OF THE LAKE MED. CENTER, BATON ROUGE, LA**

**Mar 2016 -Apr 2016**

* Trained on how to use AUC dosing and training physicians on signing orders on Cycle/Day/order section level
* *Trained and supported end-user on how to effectively modify and outpatient*
* Treatment plan to an Inpatient treatment plan.
* Trained end-user on how to release orders and chart administration of Chemotherapy, as well as related orders planned for patient on treatment day
* Supporting end-user on how to defer, cancel, give external treatment day, and discontinuing Treatment support plan

***EDUCATIONAL QUALIFICATIONS***

* *University of Phoenix.*

**REFERENCES**

Upon request